

Findings from the study show that the methodology helped researchers accomplish the following: (a) develop a sustainable, collaborative relationship with the project's stakeholders; (b) compose online writing resources that met the participants' needs; (c) and assist participants in improving their job search documents (cover letters and résumés). This research is significant because it is one of the first studies to use rhetorical theory and mixed methods usability testing to develop and assess a community literacy project. Moreover, the project generated online literacy resources housed on one of the world's most popular writing websites. Lastly, the study garnered significant funding, two class-based service-learning projects, and a methodology that can help other scholars replicating similar work.

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